Technology Plan
2006-2011

Mission Statement:

The library strives to provide patrons of all ages access to information, educational and cultural reading materials, and services in traditional and innovative formats. As the community's recreational reading and information resource, our goal is to help library users become lifelong learners. The library is a living, growing entity that responds to meet its patron's changing needs.

The Lincoln Public Library is very much aware of the need to remain abreast of developing technologies. The need to incorporate various forms of technology is essential in realizing the library's mission, and therefore will continue to be a vital issue as the library continues to evolve. The staff recognizes that the Technology Plan will involve continual evaluation and revision.

Patrons are expecting and demanding a wider array of electronic resources and equipment. The library must work towards meeting this demand in order to meet the information needs of our patrons. Ease of use is a primary concern for both staff and patrons.

Assessment:

The library currently has nine stations offering access to the Internet and several online databases. One of them is wireless. These workstations are loaded with Microsoft Office XP and Microsoft Office tutorials with Windows 2000 as their operating system. Four other OPAC stations offer access to our catalog, but not to the Internet. Three of them are wireless. Additionally, there are three stations in the children's room that have educational games. Eleven wireless laptops are used for general computer classes. Circulation staff has access to four PC's for use in circulation. The reference staff uses two PC's to assist patrons, prepare promotional signs and brochures, order library materials, and to process ILL's. The children's staff has one PC to access the online catalog and the Internet, create signs and display materials, order library materials, and assist patrons. Technical Services uses one PC for cataloging and printing labels. Administrative staff uses four PC's, one being wireless, to process bills, maintain budgets, send letters, and create press releases and promotional materials. The Electronic Resources Librarian uses one computer to update the web page and to perform basic network maintenance. The library has a Windows 2000 server, which allows sharing of documents and printers. The phone system was upgraded in November of 2003 to include automated attendant and voicemail. All data wiring in the library is Category 5. Switches and routers are on a rack in a secured room, with access to patch panels for the 31 hardwired data drops and 11 phone drops. One Cisco wireless access point is located in a secure room. The library currently has two switches, which have the potential to hold 48 computers.

Goals and Objectives:

I. Public Services

    A. Continue to enhance and develop electronic resources for public access

        1. Investigate the addition of a scanner for public use.
           Completion: 2007
        2. Provide clear and thorough documentation for electronic resources available in the library.
           Completion: Summer 2006
        3. Evaluate current subscriptions to the Periodical Databases via patron statistics, input by Reference Librarians, and professional literature.
           Completion: Ongoing
        4. Identify materials from the Local History collection that may be candidates for digitization.
           Completion: 2008

5. Write selection policy for digital preservation of materials.
   Completion: 2007
6. Develop various programs for school age children that are technology related, such as searching for information on the Internet, or how to use digital cameras.
   Completion: 2006
7. Offer a program to adult patrons that would instruct them on how to construct a simple web page.
   Completion: 2007
8. Offer a range of general computer classes for adult patrons that focus on Microsoft Office.
   Completion: Ongoing

B. Improve and expand services to users who use the library remotely

1. Continue to allow access to electronic databases to remote users. Remote access will continue to be of prime importance when evaluating possible new databases.
   Completion: Ongoing
2. Continue to maintain current and timely information about library events and services on the library's web page.
   Completion: Ongoing
3. Provide live reference services to patrons over the Internet using email, live chat, or co-browsing software. Create an "Ask-a-Librarian" link from the library Web site. Investigate policies for Virtual Reference.
   Completion: 2007

II. Collection Development

A. Continue to select, organize and maintain a quality collection of electronic resources

1. Design and load pages that will serve users who attend computer classes offered in the library, as well as all other users who would benefit from information on computer use.
   Completion: 2007
2. Refine and improve the library's web site.
   Completion: Ongoing
3. Investigate the purchase of licensing for online test databases, such as Learn-A-Test Online.
   Completion: 2007
4. Investigate the purchase of licensing for an online language-learning program.
   Completion: 2007

B. Select and acquire up-to-date library resources in electronic format

1. Purchase additional DVD-ROM titles for circulation. Consider building a collection separate from the circulating CD-ROMs.
   Completion: Ongoing
2. Expand collection of circulating DVD tutorials that focus on computer literacy.
   Completion: Ongoing
3. Begin to build a collection of downloadable audio books and eBooks from Overdrive. Our patrons will be able to download popular eBooks and digital audio books through our library's web site. Patrons will have the ability to burn many of the audio title to CD and play them in the car. We feel that many of our patrons will take advantage of this new convenience. Digital books can be enjoyed on a variety of computers, laptops, PDAs, Pocket PCs, Smartphones, and portable audio devices..
   Completion: Ongoing
4. Consider building a collection of circulating software for the LeapPad® and Quantum Pad® Learning Systems.
   Completion: 2007

III. Facilities & Equipment

    A. Evaluate and enhance electronic services to provide ease of use and access to library resources for the public.

        1. Investigate the purchase of 3-5 laptops that would be available for patron use within the library. They would be extremely helpful during peak usage times when all available workstations are in use. The laptops would be wireless, and therefore would be mobile. The library would not have to set up permanent areas for desktops, which would aid in saving needed space.
        Completion: 2008

        2. Investigate the purchase of a new copy machine that would act as both copy machine and central printer for the public. Cards may be involved. Such a machine would do away with needless printing that is often unpaid for.
        Completion: 2006

        3. Replace the Little Explorer computer in the Children's Room. Also, update the software.
        Completion: 2006

        4. Research the possibility of becoming a Wi-Fi hotspot for patrons. In order to keep the public access network (both wireless and wired) separate from the private staff network we will need to make sure we have a strong (hardware-based) firewall separating the two networks.
        Completion: 2007

IV. Administrative and Support Services

    A. Continue to monitor the need for updated software for all workstations within the library, as well as the server.

        1. Investigate the current level of security on all machines.
        Completion: Ongoing

        2. Construct a timeline for the replacement of Office XP with Office "12," which is expected to be released in the summer of 2006.
        Completion: 2006

        3. Replace Fortres with DeepFreeze and utilize Windows Group Policies.
        Completion: 2006

    B. To remain competent in using current technology and software

        1. Develop a comprehensive plan for staff training.
        Completion: 2006

        2. The electronic resources librarian will pursue training on Windows 2003 server, as well as other IT related software and services.
        Completion: 2006

        3. Investigate distance learning (online courses) for staff training.
        Completion: 2006

    C. To investigate alternative funding for the acquisition of new technology

        1. Continue to pursue grant money from the Champlin Foundations as well as other possible sources of monies.
        Completion: Ongoing

V. Community Relations

A. Develop an effective means of communicating to the public the various technology related services offered

1. Investigate the inclusion and maintenance of a bulletin board on the library's web page.
   Completion: 2006
2. Investigate the possibility of utilizing RSS feeds to communicate information to patrons.
   Completion: 2006
3. Increase PR.
   Completion: Ongoing
4. Survey patrons to determine needs and wants, as well as level of satisfaction.
   Completion: 2008

Evaluation:

The success of the plan will be judged on the ability of the library to meet the objectives by the time period indicated. The plan will be reassessed each year to evaluate progress and modify objectives if necessary.

Budget:

The library receives its operating budget from the town of Lincoln. During FY2005-2006 the library has $58,000 for computer related expenditures including CLAN costs. The library sees the need for additional funding to carry out anticipated services and applies for grants regularly.

Revised December 2005

Service Policy

MISSION

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WHO MAY USE THE LIBRARY

1. The policy of the Lincoln Library Board of Trustees prohibits employees from discriminating against patrons on the basis of race, color, religion, national origin, sex, marital status, or age.
2. The library will serve all residents of the town of Lincoln, and all persons eligible for CLAN library cards.
3. The Library observes American Library Association policies regarding freedom of access, including the Library Bill of Rights, Freedom to Read, Freedom to View, and related statements contained in the *Intellectual Freedom Manual*. It upholds the principles of intellectual freedom, the citizen's right to information, the right to confidentiality of users' records, and opposes censorship.

SERVICES AND RESOURCES OF THE LIBRARY

1. The director shall be responsible for the selection and organization of books and material that best meet the needs of the community. Other professional staff shall assist in the materials selection process.
2. The library shall cooperate with other community agencies, organizations, and libraries.
3. The library accepts a responsibility for attempting to secure information beyond its own resources. The library staff shall obtain materials not owned for its patrons through interlibrary loan. The library staff shall also make patrons aware of collection strengths and related resources offered by other libraries.
4. Library services shall be provided during the hours which best meet the needs of the community and according to the library budget.
5. The library's professional staff shall offer services and collections to meet the cultural and informational needs of the community. Regularly scheduled children's programs shall be offered.
6. The library director and staff shall inform the public about the library's resources, programs, and services, utilizing the media and library publications and bibliographies, as needed.